

To FCC

Regarding WC Docket: 13-150

From: junkfromtheunc@gmail.com

Verizon's efforts to transition services land line services they have provided to Verizon's Voice Link.

In the boundaries on Fire Island in which Verizon claims "copper wire services were destroyed", I have had service. Since May 10th, 2013 I have had full internet access through the Verizon copper wire lines. I did have voice (telephone) use on the same line. This stopped inexplicably 3 days after we had it activated for the season.

After you read the facts & details below, you may want to contact me for proof of claim. I provide an obscure email address to protect my current services. I wish to stay anonymous for fear I will lose my current service. All my statements and facts can be investigated and proven using Verizon documents and emails from myself and others. I am mad because you will learn I have chosen to pay more for undelivered, because I do not trust Verizon. I don't want them realizing I have active internet activity.

Please help me understand why I should believe Verizon's claim that "copper wire services were destroyed" in my areas? I am boiling mad about this statement, particularly because the proposed solution is an unregulated alternative. How convenient!

As a backdrop – My wife and I have never worked for Verizon. We have owned the same Fire Island property since 1997. We rented from 1980 to 1997. I am a direct Share Holder of Verizon Corporation's publicly traded common stock, (not through mutual funds.) Thus I am vested in the Verizon's success.

DETAILS OF FACTS:

- 1) I own a home on the north side of Fire Island, in the Ocean Bay Park community.
- 2) Hurricane Sandy did not produce any visible damage to my home in any way.
We had NO REPAIRS from Hurricane Sandy, nor had a need for any insurance claims.
 - a. We visited a few times from December 2012 and January 2013.
 - b. The Nor'easter occurring in March or April 2013 blew an outside wood shower door off its hinges.
- 3) We activated electricity the week of May 6th 2013.
- 4) On Friday May 10th 2013, we arrived at our house at about 8pm. We tested water, electricity, Direct TV, and phone services. We had a dial tone on our Verizon landline phone.
- 5) That night, (or the morning of May 11th) we called Verizon, using our Verizon cell phone requesting our voice and internet be activated.
 - a. Verizon's representative gave their explanation that "things may not work and suggested the opportunity of Voice Link." We had heard from friends and neighbors and read information that this may occur.
 - b. We replied that **"we have a dial tone. Thus the phone must work."** The representative then warned us again, adding we may not receive internet service as it is separate and may be a problem too."
- 6) Within one hour of our call we had both phone and internet services. (Fact, this was surprisingly quick when compared to past years.
- 7) We had voice and internet service throughout the weekend, May 11th and 12th.
- 8) On Monday morning May 13th, the first normal business workday, our DIAL TONE DISAPPEARED.
INEXPLICABLY WE LOST OUT VOICE SERVICE !!? YET, WE HAD & STILL HAVE INTERNET.

- 9) During that week of May 13th, I sought neighbors who may have a similar experience; i.e., dial tone disappearing and yet internet. The few neighbors I found home said they had both voice and internet service, had cancelled their services and signed up for Voice Link without testing their services. They relied on rumors and written claims that the land lines were dead. Some business owners signed up for alternative services to keep their business running. The owners who changed to Voice Link did so based upon written or verbal rumors without testing their services. (Many of these regretted taking a rushed action.)
 - a. One of those neighbors, a full time Island resident and most familiar with the Verizon situation, saw a Verizon workman working on service lines on that Monday morning, May 13th.

In summary –

- 1) The facts can be substantiated. (Exception: the neighbors' comments.)
- 2) WE STILL HAVE INTERNET SERVICE. It is provided thru landlines which no longer have a dial tone.
- 3) The phone service inexplicably went dead first normal business work day.
- 4) We pay twice the price for fear Verizon would shut off our Internet access. WE PAY HIGHER GOVERNMENT FEES AS WELL.
 - a. **I even pay for a useless, worthless International unlimited call plan for fear of Verizon realizing we get internet service.**
 - b. **My reasoning: I will pay a known fixed price rather than participate in Voice Link with an open spigot, unregulated billing situation.**

Do you really want to know what I think is going on here? The government and Verizon are ignoring the consumers. **How about all the dollars passed to consumers for surcharges on taxes and line usage?**

It is my understanding Voice Link is an unregulated service that offers Verizon an alternative which enables them to gain potentially greater margins. Verizon found Hurricane Sandy to be a convenient opportunity to cut services they have wanted to extinguish for years. Verizon has wanted to extinguish landlines in NYC too. Haven't they? It is costly to have union workers handling the wires.

Unfortunately, the consumer is going to pay for the cost of the Voice Link technology. So who gains? It is certainly not those of us on Fire Island.

Do the Federal, State and Local governments also intend to continue charging for:

Federal Excise Tax?

State and Local Taxes?

Do the Federal, State and Local governments also plan on reimbursing me for granting Verizon the opportunity to charge me for the Verizon costs for :

The Federal Subscriber Line Charge?

The Federal Universal Service Fee?

The State and Local Tax Surcharges?

If so for how many years back? We had service on May 11th. What happened on May 13th?

Thank you,

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